

RECEPTIONIST / ADMINISTRATOR

REPORTS TO: Head Teacher

GRADE: G3

1.	PURPOSE OF JOB: <ul style="list-style-type: none"> To provide efficient frontline assistance for visitors / staff in school To represent the School & Trust in a professional and welcoming manner To provide general administrative support to ensure the smooth running of the school to include First Aid duties and responsibilities
2.	MAIN RESPONSIBILITIES, TASKS AND DUTIES
	Be first in line to answer telephone calls and deal with messages / queries and enquiries
	To provide administrative support including filing, word processing, excel packages and data input
	Greet all visitors to the school and ensure they are dealt with efficiently and in a professional and welcoming manner
	Dealing with confidential and sensitive information as required and in line with data protection guidelines and internal protocols
	Supporting colleagues as required
	Ensure that all messages are recorded and distributed to the appropriate person
	Responsible for receiving goods into Reception, checking that those are correct and confirming that as part of audit requirements / good practice and to liaise with Finance regarding any queries
3.	MANAGEMENT OF PEOPLE
	SUPERVISION OF PEOPLE No formal management or supervision required
4.	CREATIVITY & INNOVATION <i>(what innovative & imaginative responses to issues are required to resolve problems?)</i>
	Work generally within set procedures and guidelines requiring occasional creative solutions to routine problems.
5.	CONTACTS & RELATIONSHIPS
	Daily contact with staff and students. Regular contact with members of the public and external agencies.
6.	DECISIONS <i>(a requirement to make decisions or recommendations. The extent to which policies, procedures or other guidelines affect your decisions)</i>
	a) Discretion – the post holder has the following discretions: Work is carried out within clearly defined policies and procedures and advice can be sought from Line Manager.
	b) Consequences – the consequences of the post holder's decisions can be anticipated to impact on the following: Impact likely to remain local and any errors would be quickly identified and remedied.
7.	RESOURCES <i>(the post holder is personally accountable / responsible for the following:)</i>

	<p>The postholder may be required to handle cash in line with the Federation's finance policy.</p> <p>The postholder may also handle lost property.</p>
8.	<p>WORK ENVIRONMENT</p> <p>a) Work Demands (<i>impact of deadlines and changing and conflicting priorities</i>)</p> <p>Work is subject to frequent interruptions due to reception/telephone duties. This is part of the role and therefore does not cause any significant change to the overall tasks to be carried out.</p> <p>b) Physical Demands (<i>continuing physical effort, bending, lifting, pushing etc.</i>)</p> <p>General office work which may involve long periods working at the computer.</p> <p>c) Working Conditions (<i>exposure to disagreeable or unpleasant conditions</i>)</p> <p>General office environment.</p> <p>d) Work Context (<i>potential risk to safety & well-being, including abuse and aggression</i>)</p> <p>Potential risk of verbal / physical abuse whilst undertaking front line work</p>
9.	<p>KNOWLEDGE AND SKILLS (<i>required to be fully competent in the post</i>)</p> <p>A minimum of one years' experience in a similar role ICT literate Keyboard skills Desirable – First Aid qualification</p>
10.	<p>GENERAL</p> <p>Other Duties</p> <p>The duties and responsibilities in this job description are not exhaustive. The postholder may be required to undertake other duties that may be required from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the postholder.</p>

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
QUALIFICATIONS & TRAINING	<ul style="list-style-type: none"> Relevant NVQ3 qualification, i.e. Business Admin / Customer Service Good communication skills, both verbal and written 	<ul style="list-style-type: none"> GCSE qualification in maths and English First Aid qualification
EXPERIENCE	<ul style="list-style-type: none"> Experience of working in a busy reception office role Experience of a wide range of administration tasks 	<ul style="list-style-type: none"> Experience of working in a school environment

KNOWLEDGE & UNDERSTANDING	<ul style="list-style-type: none"> • Understanding of the statutory requirements of legislation concerning Safeguarding, including child protection, equal opportunities, health & safety and data protection 	<ul style="list-style-type: none"> • Experience of working with school data IT systems such as SIMS, Behaviour Watch etc.
SKILLS	<ul style="list-style-type: none"> • Excellent IT skills including Microsoft Word, Excel, email and database programmes • The ability to deal with regular interruptions • The ability to prioritise workload in a busy environment • Able to develop appropriate relationships with parents, staff and pupils • Excellent telephone manner • The ability to work as part of a team • The ability to work on own initiative 	<ul style="list-style-type: none"> • Good problem solver • Able to work under pressure
PERSONAL CHARACTERISTICS	<ul style="list-style-type: none"> • Punctual • Approachable, professional and empathetic • Organised and resourceful • Smart appearance • Creative and enthusiastic • Ability to use initiative and apply sound decision making skills whilst understanding that some matters must be referred to others 	<ul style="list-style-type: none"> • Willingness to participate in further training and development
SPECIAL REQUIREMENTS	<ul style="list-style-type: none"> • Will be required to undergo an enhanced disclosure and barring check • Two references will be required, one of which should be latest employer • Disclosure by association check 	

Examples of evidence that could be provided in support of the Personal Learning Journey:

- Feedback from service users in this front facing role – staff, parents, professionals
- Safeguarding knowledge
- Evidence of efficiency in role and systems implemented
- Evidence of training, how that has been implemented and the impact it has had

(this list is not exhaustive and is to give examples only)

I confirm that I have received a copy of this job description and person specification:

Signed

Name

Date